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### **Easy Access and Customized Reporting**

Your Birth Certificate information is stored in CompuCom's Data Warehouse, which is updated daily. With an Internet browser, you can access your data upon demand through Web Services (Electronic Product and Pricing Catalog & Order Tracking and Status System) and create customized reports, as described in the steps below.

- 1. In Web Services, you select the Birth Certificate subject area, define a time range, and a list of specific fields you require.
- 2. An ASCII-tab or comma-delimited file is produced within minutes and an e-mail is sent to you, advising that the data is ready to be retrieved.
- 3. You pull the file from your Web Services system and download it into the application of your choice, such as Excel or Access.
- 4. From here, you can arrange the data as needed for internal reporting requirements.

This data is accessible prior to receiving your order, allowing you to reconcile the product shipped with the original order. Because any errors can be identified upon product receipt, you are able to reduce your overall acquisition costs.

#### Strengthens Value of Other Services

In addition to supporting the procurement process, the Birth Certificate information can complement CompuCom's finance, software management, and asset management services. By increasing the value of these other services, you maximize their associated benefits, including reduction of overall acquisition costs and support management costs for new products. With an accurate baseline of all laptop, desktop, and server systems acquired through and configured by CompuCom, you will also be able to make the most effective decisions when preparing for your next technology rollout, whether department-specific or enterprise-wide. Listed below are examples of how the Birth Certificate data enhances other services:

**Software** Management - Agencies can develop an accurate budget and project plan for software upgrades and conversions because you have a complete baseline inventory for each system. By purchasing only what you need, you maximize your software acquisition budget.

Asset Management - The availability of detailed system configuration data allows you to develop a comprehensive asset management strategy. By **cross**-referencing this information with a unique asset tag number, you can have immediate access to a wide range of useful data, including end user, system location, software versions, processor speed, and age. These details are required for you to make intelligent tactical decisions about your technology investments.

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Asset Tags - Bar-coded asset tags allow you to cross-reference any device to a database of comprehensive asset-specific detail. CompuCom provides **asset**-tagging services with client-provided bar code labels on a fee-basis. This service replaces the cumbersome task of manually populating an asset database with product specific information.

Asset tags can be generated for individual products, specified inventory groups, or designated stock keeping units (SKUs). CompuCom's Configuration Center personnel tag equipment according to your predefined specifications, as well as scan each product as it leaves the Configuration Center. Asset tag reports, based on several data fields, can be easily generated through the Web Services reporting feature; Web Services is a client-specific online order fulfillment system.

# ORDER FULFILLMENT

#### Streamlined Order Fulfillment-to-Installation Process

The integration of CompuCom's order fulfillment, configuration, and installation services provides our State Computer Store customers with an efficient solution that reduces end-user downtime associated with **deskside** hardware assembly, software installation, and testing of new equipment. The following flowchart is a description of the standard process for installing new systems that are purchased from CompuCom. This process streamlines deployment activities and eliminates unnecessary delays between shipment and installation. To activate this process, a product order will contain an installation stock-keeping unit (SKU). This SKU is the link between the Configuration and Distribution Center and the Field Support Services Team. The Field Support Services Team schedules the installation with the end user.

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# **Order Fulfillment to Installation**

Configuration and distribution activities are performed in a centralized, controlled environment where ISO 9002-certified processes are followed.

Product orders with an installation is received and processed by the Corporate Accounts Center.

Order is reviewed and checked for configuration compatibility. After several quality checks are performed, the order is released to the appropriate Distribution/ Configuration Center queue.

The Configuration Center configures the system according to your specifications and runs a series of quality assurance

Once configuration is complete, SKU labels are scanned verifying that the correct product and quantities are shipped.

The order is properly packaged, processed for final invoicing and packing slip generation, sorted by carrier and readied for delivery.

As the order leaves the distribution center, the Field Support Services Team is electronically notified to schedule all the necessary steps to prepare for the installation at your location.

CompuCom's Field Support Services Team coordinates the on-site arrival of the engineer with the shipment of the new system(s). At time of installation, the system is unboxed and assembled at the end user's desk, all cables and network connections are secured, and the log-in process is tested.

Following installation,
CompuCom's engineers
perform a series of tests,
ensuring that the system is
functioning properly. Then, the
engineer will acclimate the end
user to the system's hardware
applications and provide
'frequently asked question'
support for the new
environment, including basic
computer and local area
network orientation, where to
print, and who to call for
support.

CompuCom works with you to define your required service levels prior to performing installation services. By pre-defining the scope of work to be performed, you receive consistent service that meets your expectations and minimizes your end-users' downtime.

# Access to Multiple Sources

**To** increase access to a wide range of manufacturers and products, CompuCom has well established relationships with major third-party distributors that allow CompuCom to second source product that might otherwise be unavailable. **By** serving as your single point of contact, CompuCom can assist you in increasing the productivity of your **end**users by helping to ensure that product arrives when and where you want it.

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#### Client Order Fulfillment Solution

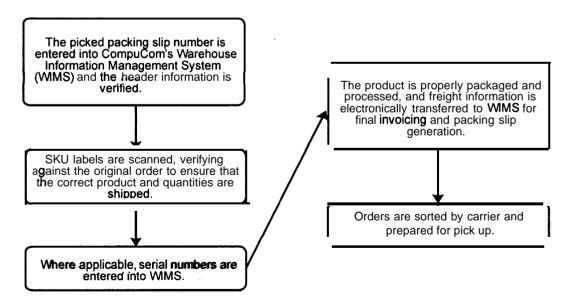
CompuCom provides a comprehensive hardware and software procurement solution for your technology needs. This acquisition solution combines the efficiency of e-commerce and the personalization of sales support representatives with **CompuCom's** extensive vendor relationships. With this effective approach, you are positioned to reduce your acquisition costs and potentially decrease your ongoing support costs. These cost savings enable you to realize increased profits and achieve efficiencies that allow you to focus on your internal strategic issues.

## SHIPPING AND DELIVERY

CompuCom maintains relationships with transportation carriers, such as Fed Ex and UPS, which offer air express, air, and ground shipment options.

Based on the carrier cut-off time, CompuCom can accept multiple shipment requests per day, allowing your purchasing agents to place multiple orders each day. To maximize cost savings, the distribution centers utilize various shipping techniques, including general aggregation, less-than-load (LTL) consolidation, and multi-stop truckload routes. The chart below describes each step the shipping department takes to prepare your order for delivery.

### Shipping - The ISO Process!



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# COMPUCOM'S DELIVERY GUARANTEE TO THE STATE OF CALIFORNIA:

- We guarantee four (4) business day supply delivery
- We guarantee ninety (90) calendar day delivery on custom configured workstations
- Standard delivery is "free of charge"
- Next Day Delivery is "available"

Through our distributors, CompuCom has the flexibility to accurately and efficiently **drop**-ship orders directly to the customer. This means, that if you need a mission critical component immediately, CompuCom *can get it there!* 

CompuCom has established relationships with four types of carriers: Air, Air Express, Ground, and Same **Day Delivery**. In addition, we can work with each customer to customize a delivery service plan(s) to fit their delivery expectations.

These relationships also enable us to seemingly do the impossible because our shipping partners receive the same respect and commitment that our customers and associates receive. Our shipping staff has the same "can-do" attitude that permeates our organization. Operating with two work shifts, enables us to ship anywhere in the country, even after normal business hours.

1. CompuCom's Product Delivery Guarantee to the State of California:

### We guarantee ten (10) business day product delivery!

CompuCom is proposing a delivery schedule not to exceed ten (10) business days for all hardware and software products. CompuCom will notify the ordering agency either electronically, by phone or by fax if any order for hardware and software products will be delayed beyond the ten (10) business days. CompuCom will make its best effort to meet the ten-day delivery on all hardware and software products purchased from the California State Computer Store.

2. CompuCom's Supply Delivery Guarantee to the State of California: .

### We guarantee four (4) business day supply delivery!

CompuCom is proposing a delivery schedule not to exceed four (4) business days for all supplies. CompuCom will notify the ordering agency either electronically, by phone or by fax if any order for supplies will be delayed beyond the four (4) business days. CompuCom will make its best effort to meet the **four**-day delivery on all supplies purchased from the California State Computer Store.

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2a. CompuCom's Custom Configured Workstations Delivery Guarantee to the State of California:

### We guarantee ninety (90) calendar day custom configured workstation delivery!

CompuCom is proposing a delivery schedule not to exceed ninety (90) calendar days for all custom configured workstations. CompuCom will notify the ordering agency either electronically, by phone or by fax if any order for custom configured workstations will be delayed beyond ninety (90) calendar days. CompuCom will make its best effort to meet the ninety-day delivery on all custom configured workstations purchased from the California State Computer Store.

- 3. CompuCom will notify each ordering agency either electronically or by phone if delivery of an order for equipment and software will be delayed beyond the delivery period specified and will keep the agency updated of changes in delivery status on a weekly basis. Through CompuCom's on-line order tracking system. an ordering agency will have information "at their finger tips" regarding any changes to the delivery status of delayed orders, on a daily basis (this system is updated every morning by 6:00am PST).
- 4. All products sold through the State Computer Store will be delivered "Free of Charge".
- 5. CompuCom understands and accepts that orders must be delivered in total, unless prior authorization for partial shipment of an order is received from the ordering agency. Partial shipment of an order does not prevent application of liquidated damages for failure to deliver the entire order within the contract time frames.
- 6. Inside deliveries are not new to CompuCom. We welcome the opportunity to offer this service to the State of California and its customers "Free of Charge".

# M INVOICING

- 1. CompuCom will submit invoices in triplicate to the name and address listed on the purchase order form after the ordering agency signs for receipt of products and services.
- Invoices to all agencies will clearly state "payment not due until after successful completion of the acceptance period". In addition, we understand that all payments will be due in accordance to the provisions of Government Code 927.
- 3. Invoices will clearly state any additional government, education or special pricing discounts offered by CompuCom.
- 4. Accounts Receivable reports are readily available for agencies through Web Services.

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# CALIFORNIA STATE COMPUTER STORE STAFFING PLAN

The assigned staff that we are proposing for the California State Computer Store is consistent with the volume of business that is being conducted through the Store today and will directly support the requirements and customers of DGS-9014. We understand that the magnitude of business transactions can change and therefore, we will increase the number of staff according to the ebb and flow of the State's business.

Our State Computer Store team is up-to-date and knowledgeable about the technology and services CompuCom sells and support. They are dedicated to fulfilling commitments in the time promised and keeping our customers fully informed. One way we can ensure our Store customers get the information they need quickly is through our team approach to customer satisfaction. The California State Computer Store team approach means a customer can count on someone always being there who is knowledgeable and ready to help.

With that said, we would like to introduce you to your State Computer Store team.

**General Manager (1) –** the single point of contact for the State Computer Store with the responsibility and authority for all aspects of the contract and its facilitation.

**Territory Sales Managers (2) –** under the direction of the General Manager, specifically assigned to manage the business development efforts and Technical Consultants (sales force) assigned to the Northern and Southern regions of California. In addition, will be the point back up to the General Manager.

Contract & Marketing Manager (1) – responsible for ensuring CompuCom's compliance to all the terms and conditions of the contract. Plans and directs all aspects of the marketing program for the State Computer Store.

Customer Service Representatives (3) – your first point of contact in providing oneon-one product ordering and price quotations, product availability, performance and research information.

In addition to the **CSR's** located in California, CompuCom will have nine (9) additional Customer Services Representatives, supporting the Customer Service Center, located in Dallas, Texas. These Customer Services Representatives will provide relevant product data to our State Computer Store customers including price quotation, product availability, and performance and research information.

**Technical Consultants (13)**— will provide technical consultation services for determining proper configuration in context of the customer's environment, for standalone hardware and software to meet customer's needs, understanding the customer's computing and networking needs, and be able to specify the best solutions to meet the customer's needs. Will also be able to provide ordering information, part numbers, descriptions and pricing. In addition, our Technical Consultants will have an unprecedented depth of knowledge and experience regarding all product lines and

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services sold through the State Computer Store; and will have at a minimum eighteen (18) months of network and system configuration experience.

**Network Systems Engineers (8) -** Provides sales and technical support for LAN/WAN, host connectivity issues, and other network related activities such as network upgrades.

**Systems Engineers (3) –** Responsible for the design theory, installation, configuration, testing, training and support of hardware and communications.

**Sr. Systems Engineers (2) –** Responsible for all functions of a Systems Engineer in addition to responsible for leadership in the areas of team production, problem solving, vendor relations and technical expertise for complex multi site projects.

**Consulting Engineers (2) –** Responsible for all function of a Sr. Systems Engineer in addition to responsible for scopes of work, white papers and in depth sales and technical proposals for all specialties within the high level IT environment.

**Project Managers (2) –** Responsible for managing projects for state of the art technology solutions. Supervises the deployment, implementation and documentation on a wide range of systems and ensuring that project deadlines and milestones are met.

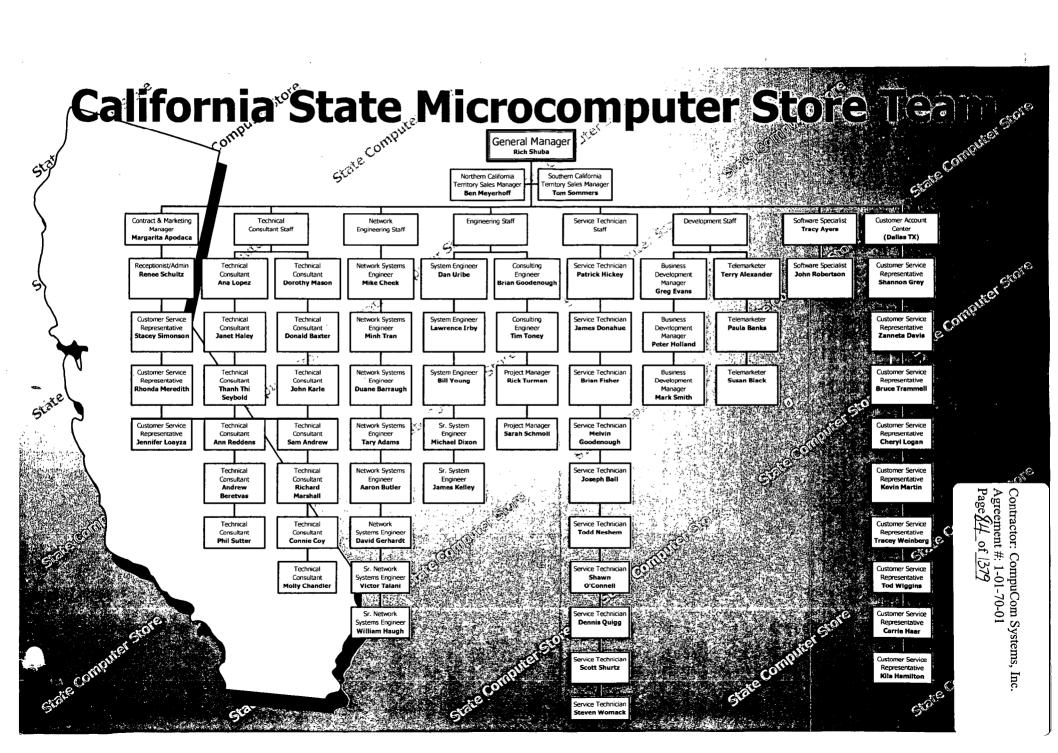
**Service Technician (10) –** provides **onsite** and dispatched multi-vendor-certified field and engineering sales and support services at agency locations.

**Business Development Managers (3) –** develops partnerships and alliance with new and existing agencies.

**Telemarketers (3) -will** proactively create customer awareness of the State Computer Store and any new products and services.

**Software Specialists (2)** – provides license program and pricing support to the field sales force regarding the State of California's licensing programs. In addition, these specialists assist with issues such as asset management and licensing compliance as well as coordinating technical resources from the software publishers.

**Receptionist/Admin (1) -** will serve as your State Store concierge and refer you the proper parties.



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# **DUTY STATEMENTS**

We have provided Duty **Statements** describing the responsibilities for each of classifications as identified on the California State Computer Store organizational chart. These duty statements include:

- General Manager
- Territory Sales Managers
- Contract & Marketing Manager
- Receptionist/Administrative Assistant
- Customer Service Representatives
- Technical Consultant
- Network Systems Engineers
- Systems Engineers
- Senior Systems Engineers
- Consulting Engineers
- Project Managers
- Service Technicians
- Business Development Managers
- Telemarketers
- Software Specialist

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GENERAL MANAGER (1)

### **Duty Statement**

Our General Manager will exclusively service the needs of our California State Computer Store customers. The General Manager will be located in Sacramento at the Customer Service Center and will carry the authority to administer all aspects of the contract and its facilitation. This position is multi-faceted with no one requirement being more important than the next. Our proposed General Manager has well exceed the minimum requirements of this RFP and in fact has over fifteen (15) plus years of proven experience in managing the State Computer Store, and well understands how to manage all priorities equally.

- Managing the adherence to all contractual requirements of DGS-9014 (i.e, rules and regulations, communications and customer satisfaction); and shall be the named "authorized" CompuCom representative who will have full authority to immediately resolve any administrative and/or service problems that may not have been resolved in a timely manner.
- Overseeing of all aspects of the strategic direction, marketing goals, recruitment, vendor negotiations and contract negotiations.
- Regularly meets with the State Contract Administrator to review the success levels of the Store in order to ensure that the optimal level of customer satisfaction and quality assurance is being met. This includes working with the State's Contract Administrator in resolving any issues resulting from the customer satisfaction surveys and other business issue the State's Contract Administrator may have.
- Developing and advancing strategic partnerships with vendors, manufacturers and solution providers to assist our customers in vertical market solutions.
- Works with vendors and manufacturers to provide effective seminars, technology updates, certification training and customer evaluation equipment demonstrations of hardware and software.
- Meets with specific vendors/manufacturers for project planning, forecasting and solution development to meet the customers needs.
- Oversees the compilation and delivery of all necessary reports on a timely basis.
- Developing and maintaining a productive team by creating programs for, hiring, training and professional development.
- Managing both the sales and service groups to ensure consistent, high quality services are being provided to our customers.

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- Maintaining a State Computer Store training program and ensuring associates meet or exceeds training and manufacturer certification requirements.
- Supporting all personnel and fostering a cohesive, positive work environment.
- Managing the achievement of the operational goals of the State Computer Store.
- Forecasting the appropriate inventory mix/level to meet store customer demand.
- Properly managing P & L responsibility for the Store.
- Analyzing phone tracking reports to ensure customer satisfaction.
- Other duties as required.

One of the most important tasks for our General Manager will be to keep all of his personnel focused on building relationships with State Computer Store customers. Only a successful General Manager knows most of a Technical Consultant's customers by name. Our General Manager will run the facility as if it were his own.

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TERRITORY SALES MANAGER (2)

### **Duty Statement**

Our Territory Sales Managers will service the needs of our California State Computer Store customers in specifically assigned locations – one Territory Sales Manager will be assigned to Northern California and one will be assigned to Southern California. One of the most important tasks of our territory Sales Manager will be to keep his/her personnel focused on building relationships with State Computer Store customers.

- Managing both the sales and services groups to ensure consistent high quality services are being provided to our customer.
- Involvement in all aspects of the strategic direction, marketing goals, recruitment, vendor negotiations and contract negotiations.
- Developing and advancing strategic partnerships with vendors, manufacturers and solution providers to assist out customers in vertical market solutions.
- Works with vendors and manufacturers to provide effective seminars, technology updates, certifications training, customer evaluation equipment and in store demonstration of hardware and software.
- Meets with specify vendors/manufacturers for project planning, forecasting and solution development to meet the customers needs.
- Maintaining a State Store training program and ensuring associates meet or exceed training and manufacturer certification requirements.
- Supporting all personnel and fostering a cohesive, positive work environment and maintain associate customer satisfaction recognition program.
- Other duties as required.

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CONTRACT & MARKETING MANAGER (1)

### **Duty Statement**

The Contracts & Marketing Manager shall be responsible for ensuring CompuCom's compliance to all the terms and conditions of the RFP DGS-9014 contract, along with the implementation of the State Computer Store marketing plan and ongoing marketing activities.

- Liaison between CompuCom's State Computer Store Customer Service Center team and the State of California's Contract Administrator on issues regarding marketing events, addition of new vendors, and the coordination of customized reports.
- Managing State Computer Store marketing conferences.
- Secure event venues, develop event theme and program, secure and arrange for speakers and exhibitors, oversee design and distribution of invitations and promotional materials when applicable, manage various logistical details, make catering arrangements, conduct post-event evaluation.
- Overseeing design and production of direct mail and electronic mail promotional materials
- Managing State Computer Store advertising activities and evaluate effectiveness.
- Oversee production and distribution of hard copy and CD ROM catalogs and quarterly newsletters.
- Coordinate trade shows, commencement conferences and other State Computer Store activities.
- Creating weekly and monthly reports by gathering, assembling and analyzing information and data from a wide variety of sources.
- Compile and analyze management reports and identify problems, issues, trends and other pertinent information including DVBE revenue goal attainment is being met.
- Other duties as required.

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#### RECEPTIONIST/ADMINISTRATIVE ASSISTANT (1)

### **Duty Statement**

Our Receptionist/Administrative Assistant is responsible for the smooth daily operation of the Customer Service Center and serves as your concierge. She will be will provide administrative, clerical and telephone support. Her primary role is answering all incoming calls related to the California State Computer Store. She will assist the Marketing and Contracts Manager in her marketing efforts and in the planning of instore functions.

- Assists in creating weekly and monthly reports.
- Educates inquiring customers on how to do business with the State Compute Store.
- Aids and directs customers in usage of store services.
- Assists CSR's with research on configuration questions.
- Manages the equipment evaluation and sign-out program.
- Makes appointments and travel arrangements.
- Assists in establishing policies and procedures.
- Assists in the coordination of special projects and store activities.
- Ordering marketing materials and office supplies.
- Other duties as required.

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Customer Service Representatives (3)

#### **Duty Statement**

A Customer Service Representative (CSR) is responsible for customer satisfaction. Each CSR is a member of a team, and each team member is a- back up to the other. This ensures that a customer reaches someone on the first try. The CSR's are empowered with robust information systems that allow them to answer almost any customer inquiry, immediately. Through the Customer Service Center, we will have a team of CSR's to assist in accommodating the customers of the State Computer Store. Although the CSR's will have multiple responsibilities, their main objective is to make the Customer Service Center experience pleasant, informative and beneficial.

- Working as a team member with the Technical Consultants and customers of the State Computer Store.
- Providing pre-sales support including product research, pricing, configuration information, peripheral information, etc.
- Determining and conveying product availability to the customer.
- Receiving and processing purchase orders from customers.
- Ensuring that all purchase order paperwork is complete and accurate.
- Communicating with customers regarding the status of quotes, orders and other open issues.
- Coordinating with other corporate departments to ensure a smooth flow of products and services to the customer.
- Providing post-sale support including Return Merchandise Authorizations (RMA's), accounts receivable issues and other customer satisfaction issues.
- Assisting in implementing electronic software and upgrades distribution, license metering and license management.
- Other duties as required.

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TECHNICAL CONSULTANTS (13)

### **Duty Statement**

The value of a Sales Professional that can offer the expertise of a **Systems** Engineer defines the importance of our Technical Consultants. Due to rapidly evolving technology, sales professionals have been forced to take their expertise to the next level. Our Technical Consultants will bring to the table; professional, courteous, and informed answers to customer inquires within two **(2)** hours of the initial customer call, thus providing an unprecedented depth of diverse technical expertise within ALL product lines. There will be thirteen (13) Technical Consultants reporting under the State Computer Store. This team will be strategically located throughout the State of California to best meet the needs of our State Computer Store customers. We will continue to train our consultants, keeping them on the cutting edge of modern product and service technology. However, it will be their level of customer service that ultimately separates, them from our competition. *These consultants will be, primarily, relationship builders*.

- Providing technical consultation services for determining proper network and system configuration solutions, in context of the customer's environment, for standalone hardware and software to meet customer's needs.
- Providing technical consultation services for understanding the customer's computing network and service needs, and to specify the best solutions to meet the customer's needs.
- Providing ordering information, part numbers, descriptions and pricing.
- Participating in both manufacturer and CompuCom training programs in order to remain current on products not only offered through the State Computer Store, but also products available on the market, in order to provide full turn-key sales consultation.
- Providing on-site hardware, software, and connectivity demonstrations and product comparisons.
- Providing pre-sales consultation in the areas of products and services, including network operating systems and installation, and systems integration.
- Providing consultation in order to respond to and resolve customers inquiries concerning services sold through the Store.
- Providing technical telephone consultation and support to include pricing, product comparisons, compatibility information, service offerings, return information and any other information that may be required by the customer.
- Providing account management, sales and services to existing customers, as well as to prospective customers.

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- Working as a team with the CSR's to support State Computer Store customer accounts. This includes communicating account activity toCSR's including proposals, project management responsibilities and open issues.
- Coordinating with all departments within CompuCom to ensure a smooth flow of products and services to the customer.
- Catalyst between the customer and Systems Engineers regarding complex technical issues involved in network and network installation, systems integration, workstation design, configuration and installation and any other services provided through the Store.
- Participating in planning sessions with customers and vendors to determine the right solution at the best price and to coordinate the acquisition of the products and services.
- Using the Network Planning Guide provide assistance in working with a customer's needs analysis, configuration and design of a LAN/WAN.
- Always being "customer satisfaction" oriented.
- Other duties as required.

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**NETWORK** Systems Engineers (8)

### Duty **Statement**

Our Network Systems Engineers are responsible for providing pre-sales, design and advanced technical support for LAN/WAN connectivity. They are responsible for network design, planning, installation, and troubleshooting of networks. Their single most important asset is their ability to interpret complex technical issues involved in network planning and to communicate solutions in a clear and straightforward manner. Just as our Sales Professionals have become more technical, our certified Network Systems Engineers have taken a much more active role interfacing with customers. Their relationship building'skills are an important consideration in determining the most qualified applicants.

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- Using the Network Planning Guide, as needs assessment tool, will provide a
  preliminary analysis in assisting customers in defining their network needs,
  otherwise referred to as the conceptual design.
- Assisting customers with network consolidation, upgrades, performance, support, ongoing system operation and implementation planning.
- Identifying system hardware and/or software application and operating system
  problems by determining the most efficient and cost-effective way to resolve the
  problem utilizing a systematic troubleshooting approach and appropriate
  technical documentation, diagnostic, and maintenance procedures.
- Performing necessary repairs on system hardware, software applications, and/or operating systems, which may include replacing system boards, changing file servers, loading and testing software applications, identifying loose, broken, or missing terminations, configuring a variety of servers, and restoring client network operating systems.
- Assisting in the configuration and installation of network hardware, software, and operating systems, including issues of space allocation and configuration specifications.
- Determining the efficient utilization of CompuCom resources with respect to client service calls including parts, tools, inventory, as well as setting priorities based on the contract terms, warranty policies, parts availability, workload, and time restrictions.
- Completing all required documentation involved in a service call to ensure accurate billing with respect to warranty or contract.
- Researching and disseminating hardware, software, and operating systems literature to keep abreast on new product/service developments and announcements.

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- Maintaining manufacturer authorizations on products sold through CompuCom.
- Ensuring local service operation goals, which include customer satisfaction, expected number of daily call closures, response time via phone or on site, call completion time, parts usage, first time fix, call backs, and communication with clients, field support services representatives, management, and sales are accomplished.
- Escalating service problems and issues to service managers or lead client service engineers as appropriate; this may include service calls exceeding commitments with regard to response time, repair time, lack of spare parts. training requirements, or any other potential/actual customer satisfaction problem.
- Providing research on network hardware and software in order to stay abreast of new products and integration developments and announcements.
- Testing new hardware and software enhancements and instruct and demonstrate the enhancements to State Computer Store customers.
- Maintaining and acquiring manufacturer network certifications.
- Representing the State Computer Store in a professional and business like manner and communicate effectively with the customer of the Store.
- Other duties as required.

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### SYSTEMS ENGINEERS (3)

### **Duty Statement**

Our Systems Engineers are experienced in the development of systems; integration of internal server CPU hardware components; and, diagnosing failures, correcting problems and providing network support services. They focus on the planning, integration and management of emerging technology into our customers information systems, including design, configuration, new installation, network upgrades, testing and proof of concept. In addition they will be responsible for the development in professional programs such as Microsoft, Novell, Helpdesk/IT operations, Network Management, Infrastructure, Enterprise Systems and Internet/Intranet/Extranets. These Systems Engineers will provide an array of services tailored to meet the needs of each customer IT project.

Under general direction, principal responsibilities and duties include:

Developing and maintaining data processing applications which meet customer needs.

Coding, testing and implementing computer programs in developmental and maintenance modes.

Defining systems requirements and priorities with customers'and ensuring those daily needs are met.

Developing system and programming specifications.

Designing data processing solutions based on business needs and technical considerations.

Researching and resolving application production problems

Monitoring application performance and performing run time improvement functions.

Participating in the specification, systems design and integration of hardware and software.

Providing complex hardware and systems software integration and maintenance support.

Planning, integration and management of emerging technology including design, configuration, new installations, network upgrades, testing and proof of concept;

Providing technology refresh and upgrades.

Determining the efficient utilization of CompuCom resources with respect to client service calls including parts, tools, inventory, as well as setting priorities based on the contract terms, warranty policies, parts availability, workload, and time restrictions.

Researching and disseminating hardware, software, and operating systems literature to keep abreast on new product/service developments and announcements.

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Researching network hardware and software in order to stay abreast of new products and integration developments and announcements.

Testing new hardware and software enhancements and instructing and demonstrating the enhancements to State Computer Store customers.

Acquiring and maintaining manufacturer certifications.

Representing the State Computer Store in a professional and business like manner and communicate effectively with customers of the Store.

Assisting the Project Manager when necessary on technical issues.

Providing technical support in the research, design and implementation of all LAN/WAN networks.

Providing technical support for networking/telecommunications, hardware and software.

Possessing and maintaining knowledge of router and switch configuration, ATM; TCP/IP; internetworking; Frame Relay; Network Security; and telecommunications.

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SR. Systems Engineer (2)

### **Duty Statement**

Our Senior Level Systems Engineer are experienced in all duties of an On-Site Engineer. They are specialists in systems integration and have an extensive knowledge base of hardware and software components. Their responsibilities encompass correcting problems and providing expert network support services. Our engineers have a minimum of four years experience as overall technical lead for development, operations, testing, integration, and fielding of complex systems. They focus on planning, integration and management of emerging technology into our customers information systems, including strategic design,configuration, new installation, network upgrades, testing and proof of concept.

Under minimal direction, principal responsibilities and duties include:

Applying specialization within a line of business to provide programming and technical leadership in support of customer needs.

Lead in subsystem design and participating in system design projects.

Overseeing development and implementation of system specifications, designs, integration, testing, and documentation.

Interfacing with customers to define system requirements and priorities.

Developing risk management and mitigation strategies.

Acting as a principle interface to complementary programs.

Overseeing and provides complex hardware and systems software integration and maintenance support.

Possessing and maintaining excellent knowledge of lifecycle management, structured system development methodologies, and structured analysis and strategic design techniques.

Expertise in requirements definition, system architecture and taking a design from initial concept to final production.

Planning, integration and management of emerging technology including design, configuration, new installations, network upgrades, testing and proof of concept;

Providing technology refresh and upgrade management.

Determining the efficient utilization of CompuCom resources with respect to client service calls including parts, tools, inventory, as well as setting priorities based on the contract terms, warranty policies, parts availability, workload, and time restrictions.

Researching and disseminating hardware, software, and operating systems literature to keep abreast on new product/service developments and announcements.

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Researching network hardware and software in order to stay abreast of new products and integration developments and announcements.

Testing new hardware and software enhancements and instructing and demonstrating the enhancements to State Computer Store customers.

Acquiring and maintaining manufacturer certifications.

Representing the State Computer Store in a professional and business like manner and communicate effectively with the customers of the Store.

Providing technical leadership to the team working on the project.

Assisting the Project Manager on all technical issues.

Interfacing with customers on design issues and attend technical meetings.

Providing technical leadership in the research, design, implementation and support of all LAN/WAN networks.

Providing the highest level technical support for networking/telecommunications, hardware and software

Possessing and maintaining advanced knowledge of router and switch configuration, ATM; TCP/IP; internetworking; Frame Relay; Network Security; and telecommunications.

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Consulting Engineer (2)

#### Duty **Statement**

Our Consulting Engineers are our customer's technical partners in developing solutions to enhance their business today, while expanding to achieve their future goals. Our Consulting Engineers are a product of our Professional Services Division, whose emphasis is on process, standardization, and integration to achieve customer intimacy and operational efficiency. Our teams of consultants are experienced in working closely with designated network administrator(s) in developing and implementing standardized network services and procedures tailored to an agency's specific organizational needs. In addition, they have experience in diagnosing failures, correcting problems and providing network support services such as upgrades, one-on-one training, etc. Our consultant Engineers will provide our State Computer Store customers with expert resources to meet their strategic design needs and have a broad range of experience and expertise in diverse information technology environments including both distributed and host-based architectures.

- Acting independently as a technical advisor on the most specialized phases of system design, implementation, analysis and programming.
- Leading and participating in major system studies and implementations.
- Supporting system engineers and internal marketing teams in solving complex problems involving a broad range of technologies and industry issues.
- Investigating state-of-the-art technology and applying it.
- Communicating alternatives to management and recommends action to be taken.
- Functions as technical expert during product presentations to customers.
- Providing strategic and tactical long and short-term planning, systems analysis and design, systems implementation, post implementation services, capacity planning, behavior modeling and re-engineering.
- Integrating new technologies into customers' existing environment with emphasis on structured systems development, methodologies, and technical expertise.
- Demonstrating high-level and detailed project planning and deployment.
- Providing expertise in technology selection and strategic planning issues, including PC networking technology, host connectivity, wide-area internetworking, advanced hardware and 32-bit operating systems, remote access, and client/server architectures.
- Providing expertise through technology briefings on new and emerging technologies, which can aid in the development of long-range IT planning.